



**County of Los Angeles
Quality and Productivity
Commission**

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October 23, 2020

Ms. Antonia Jiménez

Director

Department of Public Social Services

12860 Crossroads Parkway South

Industry, California 91746

Dear Ms. Jiménez:

Thank you for a very informative update received at the Quality and Productivity Commission's Department Visit on October 22, 2020. Commissioners appreciated hearing about the many programs and services handled by the Department and reviewing your August caseload data. You have done an amazing job leading the Department as Director in such a short period of time and during the pandemic. The County is very fortunate to have another outstanding leader.

Commissioners were impressed to learn of the impact from COVID-19 to your Customer Service Centers (CSC), application processing, In Home Supportive Services (IHSS), diaper payments, and Project Room Key. Your CSCs have responded to a 58% increase in calls, expanded service hours and processed over 17,000 CalFresh and 8,000 Medi-Cal intake applications since July 2020. In addition, over 747,000 applications for CalFresh, CalWORK's, Medi-Cal, and General Relief have been received and processed since March 2020.

Commissioners also commend your initiatives to improve productivity and efficiency throughout the Department, including the following areas:

- Increasing the CalFresh participation rate from 69% to 74% through increased application and retention efforts
- Implementing the New Better Normal (NBN) Model which looks to maintain the new business process changes that led to improved customer services and enhanced business operations implemented during the pandemic closure
- Servicing clients by opening CSCs on Saturdays and providing an end-to-end process through your call centers, which includes processing clients' paperwork and allowing them to upload their documents on the Your Benefits Now portal. Documents received and verified have allowed 80% of clients to get a disposition in their case on the same day

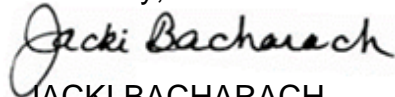
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We look forward to working with you as you address challenges that may require other operational enhancements, including:

- Identifying opportunities to implement a Countywide Master Data Management System, which will integrate data from various departments into an "Information Hub" to efficiently present details of the programs and services provided to customers
- Enhancing your CSC's scope of work with technological infrastructure that will serve clients with additional processes
- Expanded departmental collaboration and integrated client programs and services with the Departments of Children and Family Services, Parks and Recreation, and Workforce Development, Aging and Community Services

Thank you for a productive meeting. We will continue to work closely with your Productivity Managers, Maria Rivera, Elizabeth Herrera, and Sonia Santana. Please contact Jackie Guevarra, Executive Director, at jguevarra@bos.lacounty.gov for additional information.

Sincerely,



JACKI BACHARACH
Chair

JB:JTG:LP

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